

6002-21 Level 2 Technical Certificate in Hairdressing (450)

2018

Qualification Report

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Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

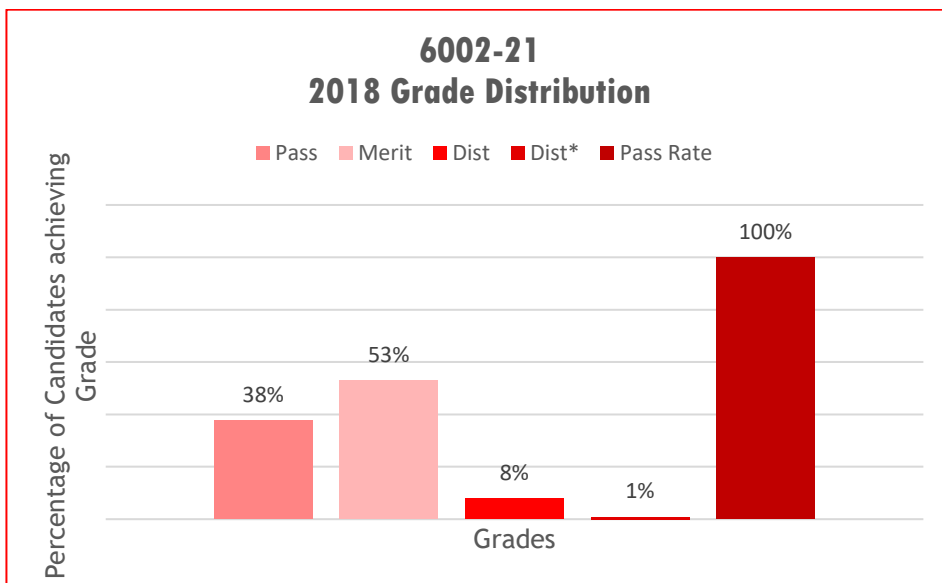
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2018 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments;

- 6002-007/507 - Level 2 Hairdressing - Theory exam
 - March 2018 (Spring)
 - June 2018 (Summer)
- 6002-008 - Level 2 Hairdressing - Synoptic assignment

Qualification Grade Distribution

The grade distribution for this qualification is shown below;



Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

Theory Exam

Grade Boundaries

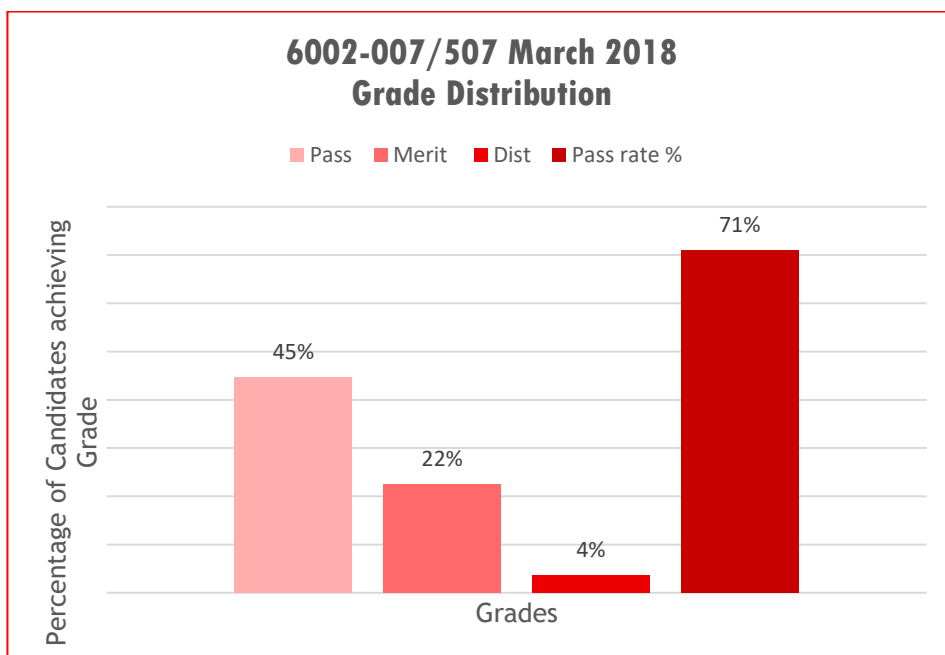
Assessment: 6002-007/507

Series: March 2018 (Spring)

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Total marks available	80
Pass mark	28
Merit mark	40
Distinction mark	52

The graph below shows the distributions of grades and pass rate for this assessment;

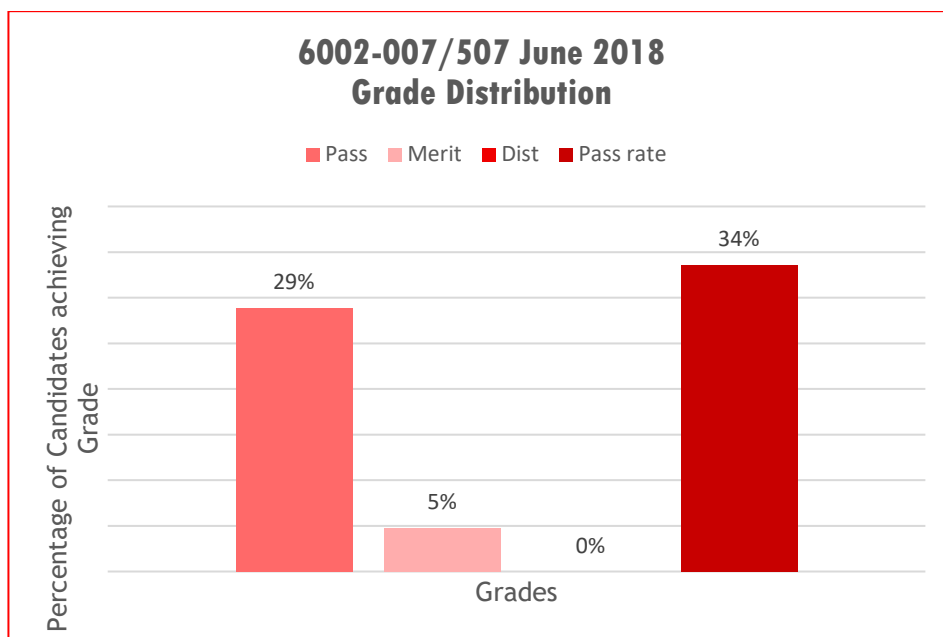


Assessment: 6002-007/507
Series: June 2018 (Summer)

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Total marks available	80
Pass mark	29
Merit mark	40
Distinction mark	52

The graph below shows the distributions of grades and pass rate for this assessment;



Chief Examiner Commentary

6002-007/507 - Level 2 Hairdressing - Theory exam

Series 1 – March 2018

March 2018 saw the first series for the 6002 – 007/507 externally set and marked examination. It should be noted that future exams will include sampling of some different topics and learning outcomes from the qualification, so this commentary relates to the March 2018 examination only.

Overall the paper enabled candidates to be stretched and challenged at a good Level 2 standard. Candidates who were successful in this examination showed that they could link theory into practice and use industry specific terminology. These candidates showed that they had a professional level of knowledge and understanding and could solve routine problems presented to them using a breadth of topics and scenarios.

There was a broad range of total marks achieved for this question paper showing that the paper differentiated across candidates. Those candidates scoring higher marks showed evidence of justification through reasoning, as well as their recall of knowledge across all mandatory units. Candidates often missed marks due to not reading the question accurately or their lack of exam techniques, e.g. not answering the question according to the command verb prescribed. Candidates also missed opportunities for further marks where they were asked to describe a process. At times, candidates got confused when trying to put a process into writing, e.g. getting the description around the wrong way or contradicting themselves as the text progressed. Common themes included when questions asked for an explanation, candidates often gave one or two word answers or gave a description of how they would do something rather than going further and explaining why/impact/alternatives. A question asking for an explanation requires some reasoning to be given. This was especially apparent in the extended response question.

Opportunities to gain full marks within each question were missed due to candidates not understanding when and how to adapt massage techniques for different scenarios when shampooing and conditioning hair. Other areas where marks were lost included: the importance of carrying out tests, the levels of lift and tone relating to different hydrogen peroxide strengths, the use of visual aids as part of the consultation process, the impact that poor hair elasticity has on a cut and blow-dry service and how to make adjustments to counteract strong hair growth patterns. There was a lack of depth of knowledge shown by some candidates when they referred to brand names for products instead of illustrating their understanding of the type of product that should be used for a particular service.

Candidates who gained higher marks overall showed good knowledge throughout with strong links between theory and practice, and answers were consistent with sound reasoning. Understanding of the topic areas was demonstrated by using explanation skills. Candidates showed broad knowledge and understanding across all technical areas and their questions were answered in depth. These candidates were able to identify the impact on a range of factors showing a comprehensive understanding of individual topics.

Extended response question

This is a question which requires candidates to discuss the service options for a client based on a case study. Candidates missed opportunities to gain more marks here due to them missing out on either one or two of the service requirements, e.g. colour, cut or styling. Candidates gaining higher marks listed and included the services they needed to cover at the start of their response.

The majority of candidates did gain marks in areas of health and safety, the importance of protecting the client, methods used to check a cut for accuracy and the likely outcomes for applying colour to hair with uneven porosity. Candidates who achieved higher marks showed clarity in their explanation skills and responded well to the command verb. These candidates also showed a deeper level of understanding of the breadth of topics and had developed a deeper understanding of all technical requirements and terminology.

Series 2 – June 2018

June 2018 saw the second series for the 6002 – 007/507 externally set and marked examination. It should be noted that future exams will include sampling of different topics and learning outcomes from the qualification, so this commentary relates to the June 2018 examination only.

Overall, the paper enabled candidates to be stretched and challenged at a good Level 2 standard. There was a broad range of total marks achieved for this question paper, showing that the paper differentiated across candidates. Those candidates achieving the higher range of marks showed evidence of justification through reasoning, as well as their accurate recall of knowledge across all mandatory units.

It was felt that candidates often missed opportunities to gain marks due to not reading the question accurately or their lack of exam techniques, where they were not answering the question according to the command verb prescribed. Questions asking for an explanation require some reasoning to be provided, however, candidates often gave a description of “how” they would do something rather than explaining further and justifying the “why”. This is a common area where candidates will benefit from having further practice on examination techniques.

Candidates sometimes struggled to describe a process, where some got confused when trying to put the process into writing, e.g. getting the description around the wrong way or contradicting themselves as the text progressed. Other candidates struggled where they had to demonstrate an understanding on how astringent shampoos can affect coloured hair, the importance of COSHH regulations, changes to the hair structure during styling or lightening services, as well as an inability to describe the characteristics of a short graduation or uniform layered cut. Candidates achieving lower marks also showed some confusion over a hair cutting razor and a barbering shaving razor.

As observed in the Spring series, candidates who were successful in this examination showed that they could link theory into practice and use industry specific terminology. These candidates showed that they had a professional level of knowledge and understanding and could solve routine problems presented to them using a breadth of topics and scenarios.

Other areas where candidate performance was stronger can be seen within responses on how to protect the client for a service, sustainable working, verbal and non-verbal communication. Candidates who gained higher marks overall showed good knowledge in the scientific question around hydrogen bonds, and they demonstrated good recall of knowledge throughout by making strong links between theory and practice. Answers were consistent with sound reasoning, understanding was demonstrated by using explanation skills and candidates showed broad knowledge and understanding across all technical areas and their answers showed depth with a good use of industry terminology.

Extended response question

Performance on the extended response question, which requires the candidate to discuss the service options for a client based on a case study, was more focussed on customer facing areas and not on the aspects of how to meet the requirements of the service e.g. tests to carry out.

Some responses covered most of the factors, demonstrating breadth of knowledge, but lacked depth of explanation, resulting in a loss of marks. Candidates achieving higher marks were able to identify the impact on a range of factors, showing a comprehensive understanding of individual topics. Some of these candidates showed evidence of planning by listing and ticking off the services they needed to cover within their text.

Synoptic Assignment

Grade Boundaries

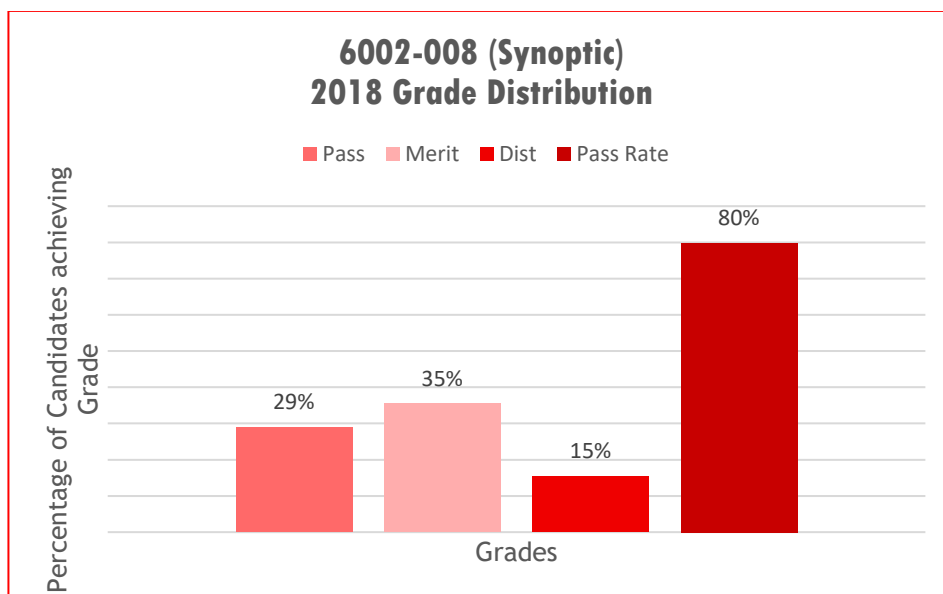
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Assessment: 6002-008

Series: 2018

Total marks available	60
Pass mark	31
Merit mark	40
Distinction mark	50

The graph below shows the distributions of grades and pass rate for this assessment;



Principal Moderator Commentary

This is the first year for the 6002-21 - Level 2 Technical Certificate in Hairdressing Synoptic Assignment, with some centres delivering the technical qualifications for the first time.

Task 1

For this task, centres and candidates are reminded to use the City & Guilds pro-formas to present their evidence. A few centres included centre devised consultation sheets, this practice is discouraged by City and Guilds as these centre devised forms are deemed to give candidates an advantage, but can also suppress candidates' opportunities to show their knowledge and understanding at a higher level. It should also be noted that this does not comply with the national evidence submission requirements.

Candidates should understand that plans they produced need to support their vision for each service, therefore, images should be included to support the commentary. Higher scoring candidates produced detailed plans, accurately reflecting on how they would achieve each look they attempted. There were images and annotated drawings that showed; the final look to be achieved, the application techniques for colouring services, the sectioning patterns as well as the cutting angles to be used during the process. Lower scoring candidates did not use images to create explicit links between their plans and outcome/s to be achieved. They had often generically described how they to carry out services, the techniques they would use, the products and use of tools, etc. These candidates are encouraged to make their plans as concise as possible, ensuring they encompass the above-mentioned factors, with the addition of some reasoning to evidence their considerations with regards to clients' hair characteristics and any other influencing factors.

In some cases, the aftercare advice they planned to offer was specific, the use of products related accurately to the services / hair & scalp condition. There was reference to future services, home maintenance / styling and timelines for follow-up services. Best examples suggested truly 'tailor-made' aftercare advice, specific to the plan / client. Hair testing had been considered, allowing candidates to show they can create links between theory and to practice in regards to changes in product use, tension and timings. There was also acknowledgement of the use of visual aids and communication methods that would be used during services, with a few candidates linking the reasoning and effect of their use.

The majority of candidates considered Health & Safety during their planning and many considered their timings for the day. Centres are reminded that they can review the plans produced to ensure that they are achievable and in line with commercially viable timings. The best plans reflected on commercial practice, integrating services in a time efficient manner that truly mirrored commercial salon practice.

Task 2

As mentioned above, a significant number of candidates had not planned their day realistically, relative to working a salon column, with some struggling to work in times that aligned to being 'reasonably' commercially viable. However, there were some examples of good practice where candidates performed in line with commercial working patterns and demonstrated the ability to work within realistic service times.

In some instances, the service requirements of the synoptic assignment were not always fully met, especially during cutting, setting & hair-up services. On a few occasions, it was observed that insufficient hair had been removed during cutting services, some one-length looks failed to be above shoulder and setting techniques used were not consistently implemented in line with the qualification specification, with many solely using thermal styling or dressing techniques. The same was observed where the required amount of hair had not always been secured up, during hair-up services.

High scoring candidates demonstrated consistent levels of skill across the full range of services. Some finished looks clearly showed accuracy, balance and a good level of finesse / 'polish'. These looks 'flowed' and complimented the client's overall image.

Candidates performing in the mid-ranges were demonstrating sound Health and Safety practices, and knowledge on professional behaviours was embedded. Their performance showed that skills sets were sound, producing accurate finishes for some services. However, this was not the case across all of the services. Frequently, candidates demonstrated good ability in either cutting or colouring, but not at the same level for both services. In this mark range, there were examples of sound to excellent capabilities in relation to styling services, however, there were also instances of imbalance and a lack of consideration on the suitability of the look to compliment the clients overall image and face shape. These are examples of things which could limit the amount of marks which can be achieved. Candidates are also encouraged to imbed their aftercare advice into the service, rather than solely giving it at the end of the service. This shows that the candidate is constantly interacting with the client and demonstrates they are confident in giving aftercare advice.

Lower scoring candidates showed the ability to work safely and with a level of professionalism. They usually considered aftercare advice, but this was limited mainly to products for shampooing and conditioning. Candidates should expand on this to ensure they consider all aspects of aftercare e.g. combing, drying techniques, colouring options etc. Technical services, especially cutting and colouring, presented a particular challenge for lower scoring candidates, with inaccuracies being evident in both. These candidates would benefit from extra attention being given to areas such as working within the allocated of time, attention to detail and the ability to adapt the service, ensuring finished looks are in line with expectation.

Task 3

Candidates generally performed well here, sometimes reflecting on issues that were not documented on the observer notes / PO forms which gave a better picture of overall performance.

The higher scoring candidates had been able to discuss further improvements, giving suggestions of techniques, products and tools that could be used, and they also included further commentary detailing why / how these would improve outcome next time around.

Going forward, lower scoring candidates are encouraged to employ this method as most provided a descriptive account of 'what they had done' during the service, rather than trying to produce a reflective evaluation of their performance across the services, with comments on what they might do to improve performance moving forward.

Whilst the task was mainly completed using the correct form as provided by City & Guilds, this was not consistent across the full submission and so centres are reminded again of the importance of using all the required documentation during the assessment of the 6002-21 synoptic.

Candidate performance against each AO

AO1 – Recall of knowledge

Generally a good performance in this AO, with most candidates demonstrating sound knowledge recall for health & safety, professional behaviours and hair/scalp analysis. Those gaining higher marks showed greater accuracy of recall in regards to aftercare, procedure / timings, products, tools & techniques and their accuracy of application.

AO2 – Understanding

In this AO, performance varied significantly. Some understanding was disjointed with inaccuracies in understanding being clearly apparent in regards to reasons for completing porosity & elasticity testing and descriptions of cut looks. Many referred to completing one-length looks and then layering, rather than producing graduated looks with the use of guidelines. In the best examples, students showed embedded understanding of scientific aspects. They could clearly relate the assignment to services, product ingredients and their use to treat specific conditions to gain the required results. Higher scoring candidates demonstrated the ability to discuss structural changes during drying services, as well as the impact of different massage techniques on hair/scalp and their uses in differing situations. Where appropriate, evidence of well-reasoned choices was made available.

Generally, aftercare advice was also well documented, but this was not always followed through to the practical performance.

AO3 – Application of practical/technical skills

Candidate's ability to complete the full range of services/techniques required of the synoptic assignment was not consistently demonstrated in this AO. Candidates were not meeting the full requirements for the cutting service, e.g. the amount of hair to be removed and the requirement for one-length cuts to be above shoulder. This was also seen during hair-up services, where directives regarding the minimum amount to be dressed up was not complied with. These candidates were remarked accordingly at moderation in order to ensure consistency of assessment nationally. Examples of best practice showed candidates meeting all the requirements of the brief and doing so with the accuracy and the timeline expectation of a junior stylist entering the 'shop floor'.

AO4 – Bringing it all together

Candidates gaining higher marks were able to show that they could work within commercially realistic timings. They showed an awareness for the salon environment as a whole, rather than the focus just being on their services. They also considered aftercare for the client but this was not always embedded within practice.

AO5 – Attending to detail

Candidates gaining marks in the top of band 2 and in band 3, demonstrated accuracy when working across the full range of services. They were focussed on producing their best work, checking stages of progress with the client, as well as cross-checking for balance and accuracy. Some of the lower scoring candidates, whilst starting the assessment well, were unable to maintain professional levels of focus that ensured 'attention to detail' throughout.

Examples of Best practice:

- City and Guilds assessment paperwork was used for candidates, observers and markers for tasks 1, 2 and 3.
- The assessment was carried out accurately according to the guidance. Completing task 1 no more than 3 days before task 2, and allowed the candidate reflection time before the completion of task 3 without giving feedback on performance that would influence the reflection.
- Marks were not allocated during the observation of task 2, but made descriptive notes using the marking grids that differentiated the quality of performance. These descriptors being substantiated with examples of working practice to help with marking at a later date.
- Evidence was uploaded with file names that were clear. Files logically organised and minimal. Images clear and accurately annotated.

- Learners were prepared with 'mock' opportunities and had actively encouraged candidates to showcase a full range of services that reflected a range of skills / techniques.
- Side / front view images clearly showed the root area on completion of colouring services and the technique and placement was clearly displayed with close-ups focussing on the foiling / hair in pli.
- Images clearly displayed long hair with nothing covering the finished look.
- Band descriptors, differentiating performance level from the marking grid bands, were used to describe how well the service / activity had been carried out.